

# Virginia Department of Health Professions

## Patient Care Disciplinary Case Processing Times: Quarterly Performance Measurement, Q2 2013 - Q2 2017

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Director

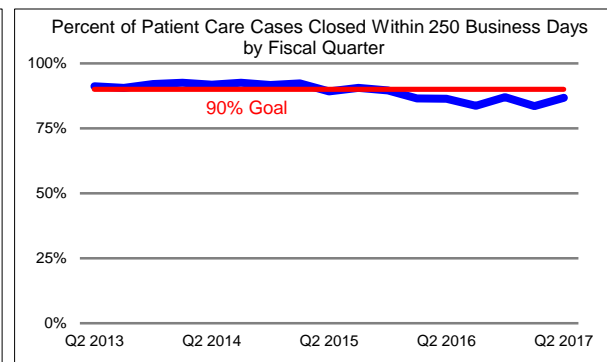
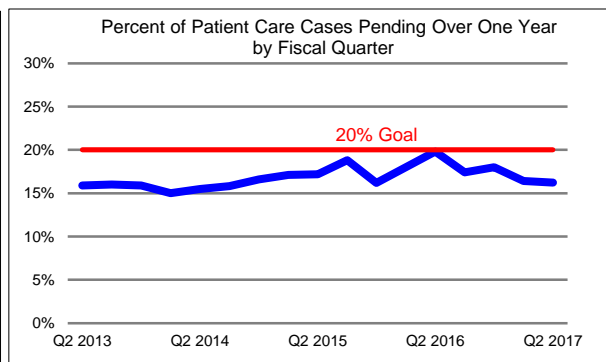
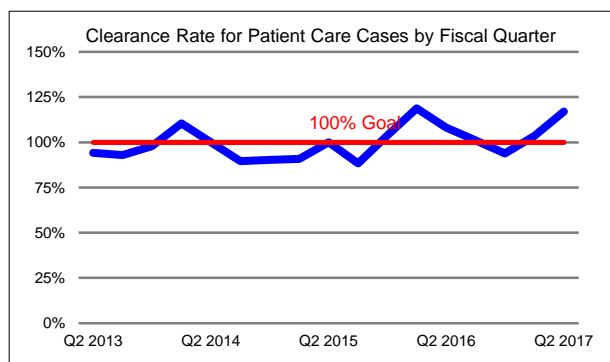
*"To ensure safe and competent patient care by licensing health professionals, enforcing standards of practice, and providing information to health care practitioners and the public."*  
**DHP Mission Statement**

In order to uphold its mission relating to discipline, DHP continually assesses and reports on performance. Extensive trend information is provided on the DHP website, in biennial reports, and, most recently, on Virginia Performs through Key Performance Measures (KPMs). KPMs offer a concise, balanced, and data-based way to measure disciplinary case processing. These three measures, taken together, enable staff to identify and focus on areas of greatest importance in managing the disciplinary caseload; Clearance Rate, Age of Pending Caseload and Time to Disposition uphold the objectives of the DHP mission statement. The following pages show the KPMs by board, listed in order by caseload volume; volume is defined as the number of cases received during the previous 4 quarters. In addition, readers should be aware that vertical scales on the line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

**Clearance Rate** - the number of closed cases as a percentage of the number of received cases. A 100% clearance rate means that the agency is closing the same number of cases as it receives each quarter. DHP's goal is to maintain a 100% clearance rate of allegations of misconduct. The current quarter's clearance rate is 117%, with 914 patient care cases received and 1069 closed.

**Age of Pending Caseload** - the percent of open patient care cases over 250 business days old. This measure tracks the backlog of patient care cases older than 250 business days to aid management in providing specific closure targets. The goal is to maintain the percentage of open patient care cases older than 250 business days at no more than 20%. The current quarter shows 16% patient care cases pending over 250 business days with 2,504 patient care cases pending and 406 pending over 250 business days.

**Time to Disposition** - the percent of patient care cases closed within 250 business days for cases received within the preceding eight quarters. This moving eight-quarter window approach captures the vast majority of cases closed in a given quarter and effectively removes any undue influence of the oldest cases on the measure. The goal is to resolve 90% of patient care cases within 250 business days. The current quarter shows 87% percent of patient care cases being resolved within 250 business days with 1032 cases closed and 895 closed within 250 business days.



## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Nursing** - In Q2 2017, the clearance rate was 121%, the Pending Caseload older than 250 business days was 9% and the percent closed within 250 business days was 88%

### Q2 2017 Caseloads:

Received=447, Closed=541

Pending over 250 days=106

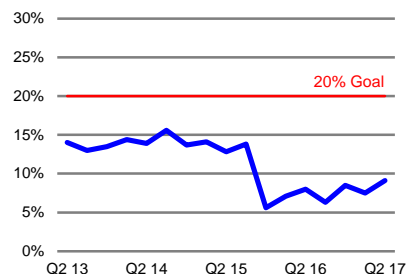
Closed within 250 days=478

### Clearance Rate

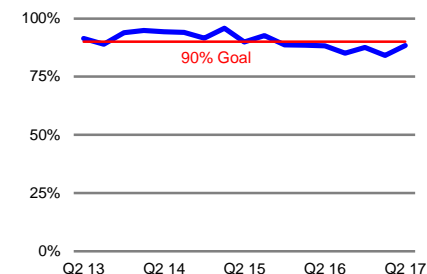


### Age of Pending Caseload

(percent of cases pending over one year)



### Percent Closed in 250 Business Days



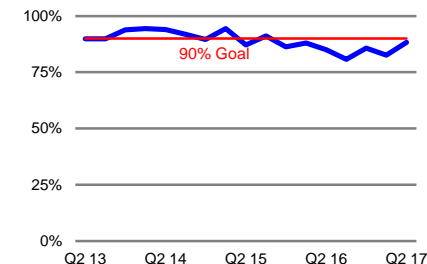
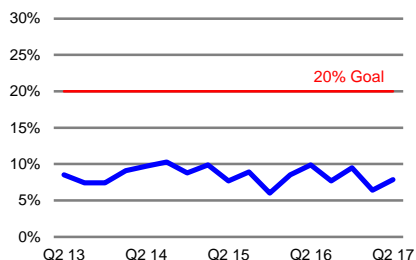
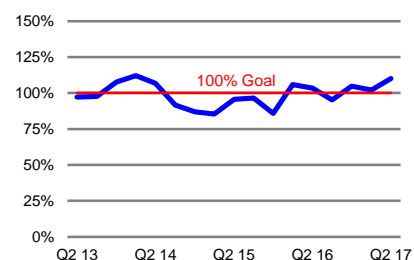
**Nurses** - In Q2 2017, the clearance rate was 110%, the Pending Caseload older than 250 business days was 8% and the percent closed within 250 business days was 88%.

### Q2 2017 Caseloads:

Received=324, Closed=357

Pending over 250 days=66

Closed within 250 days=315



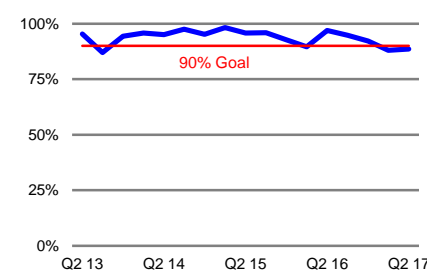
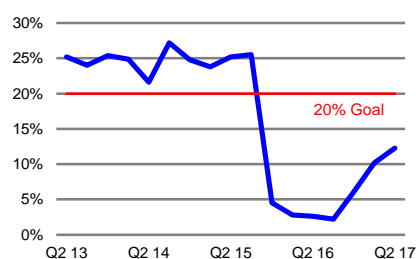
**CNA** - In Q2 2017, the clearance rate was 150%, the Pending Caseload older than 250 business days was 12% and the percent closed within 250 business days was 89%.

### Q2 2017 Caseloads:

Received=123, Closed=184

Pending over 250 days=40

Closed within 250 days=163



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Medicine** - In Q2 2017, the clearance rate was 95%, the Pending Caseload older than 250 business days was 14% and the percent closed within 250 business days was 95%.

### Q2 2017 Caseloads:

Received=305, Closed=290

Pending over 250 days=84

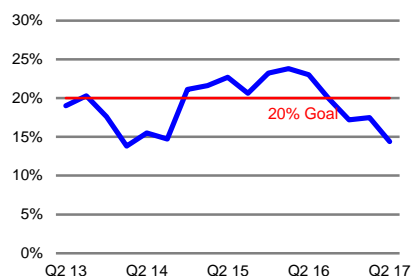
Closed within 250 days=266

### Clearance Rate

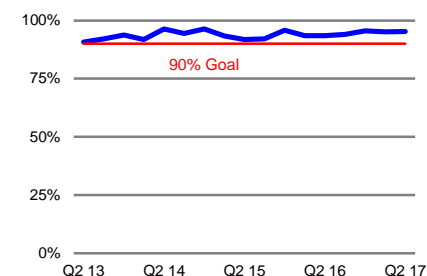


### Age of Pending Caseload

(percent of cases pending over one year)



### Percent Closed in 250 Business Days



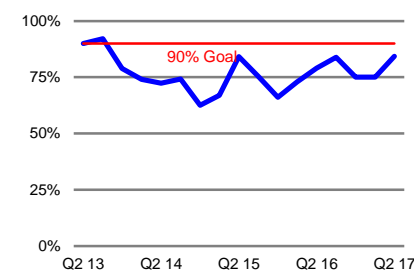
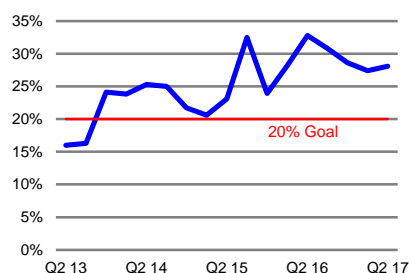
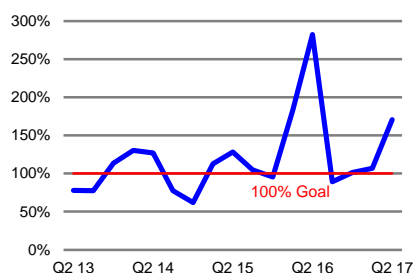
**Dentistry** - In Q2 2017, the clearance rate was 171%, the Pending Caseload older than 250 business days was 28% and the percent closed within 250 business days was 84%.

### Q2 2017 Caseloads:

Received=34, Closed=58

Pending over 250 days=50

Closed within 250 days=43



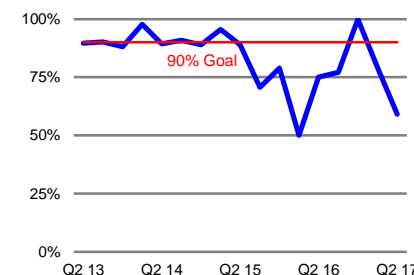
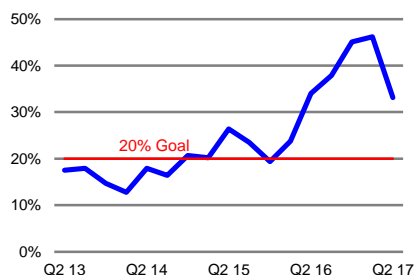
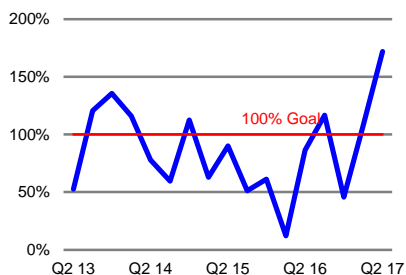
**Pharmacy** - In Q2 2017, the clearance rate was 172%, the Pending Caseload older than 250 business days was 33% and the percent closed within 250 business days was 59%.

### Q2 2017 Caseloads:

Received=32, Closed=55

Pending over 250 days=47

Closed within 250 days=26



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

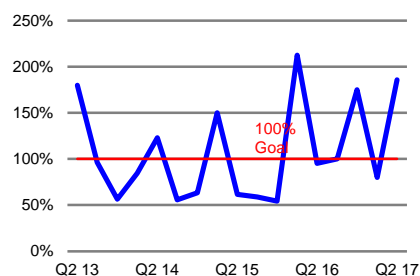
## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Veterinary Medicine** - In Q2 2017, the clearance rate was 138%, the Pending Caseload older 250 business days was 24% and the percent closed within 250 business days was 61%.

### Q2 2017 Caseloads:

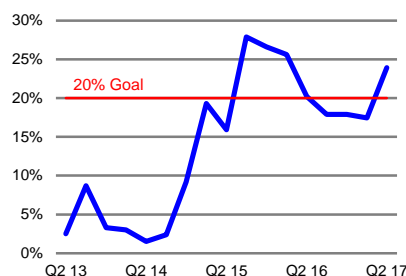
Received=21, Closed=39  
Pending over 250 days=28  
Closed within 250 days=23

**Clearance Rate**

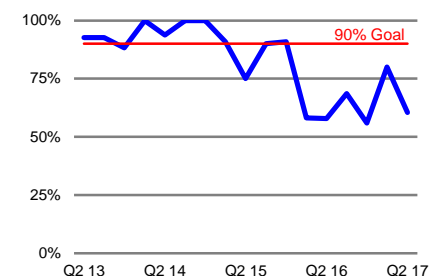


**Age of Pending Caseload**

(percent of cases pending over one year)



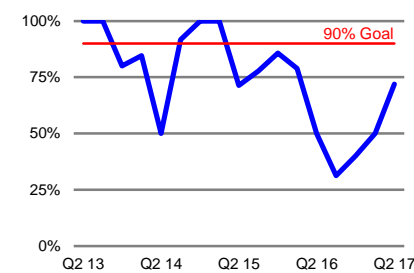
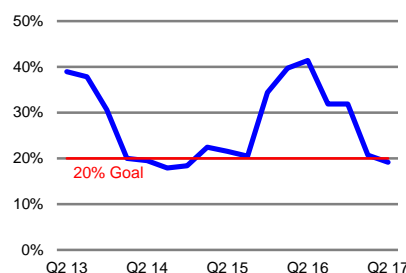
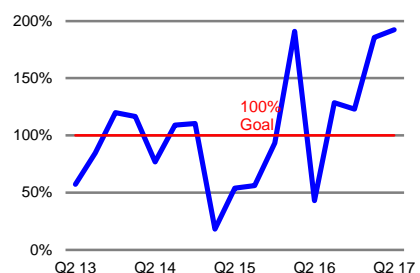
**Percent Closed in 250 Business Days**



**Counseling** - In Q2 2017, the clearance rate was 192%, the Pending Caseload older than 250 business days was 19% and the percent closed within 250 business days was 72%.

### Q2 2017 Caseloads:

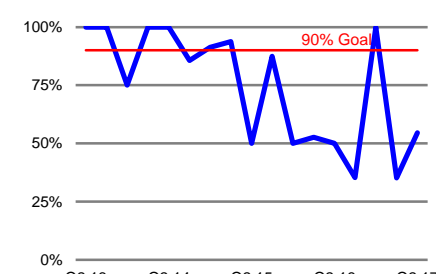
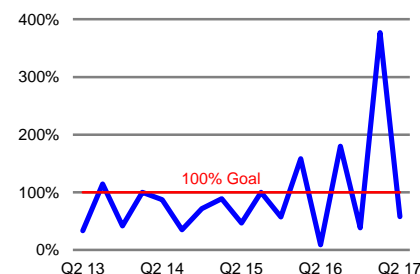
Received=13, Closed=25  
Pending over 250 days=9  
Closed within 250 days=18



**Social Work** - In Q2 2017, the clearance rate was 58%, the Pending Caseload older than 250 business days was 32% and the percent closed within 250 business days was 55%.

### Q2 2017 Caseloads:

Received=19, Closed=11  
Pending over 250 days=25  
Closed within 250 days=6



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.

## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Psychology** - In Q2 2017, the clearance rate was 150%, the Pending Caseload older than 250 business days was 47% and the percent closed within 250 business days was 91%.

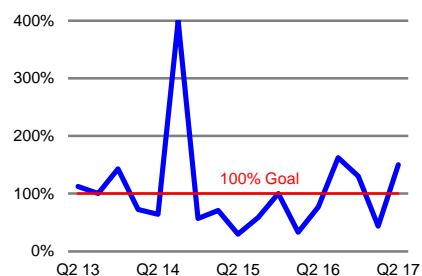
### Q2 2017 Caseloads:

Received=10, Closed=15

Pending over 250 days=27

Closed within 250 days=10

### Clearance Rate

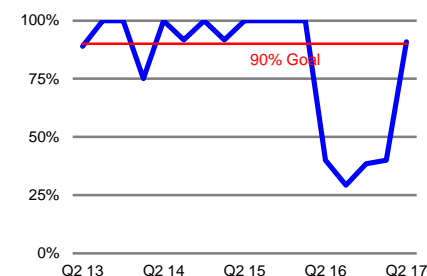


### Age of Pending Caseload

(percent of cases pending over one year)



### Percent Closed in 250 Business Days



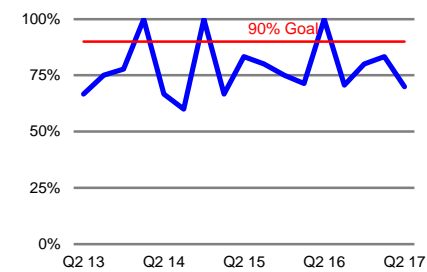
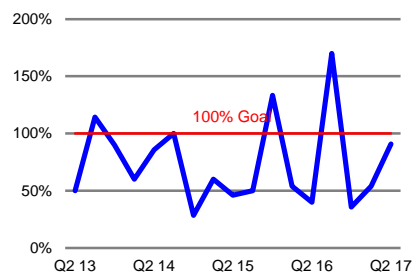
**Long-Term Care** - In Q2 2017, the clearance rate was 91%, the Pending Caseload older than 250 business days was 23% and the percent closed within 250 business days was 70%.

### Q2 2017 Caseloads:

Received=11, Closed=10

Pending over 250 days=12

Closed within 250 days=7



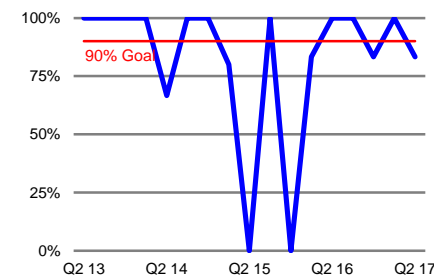
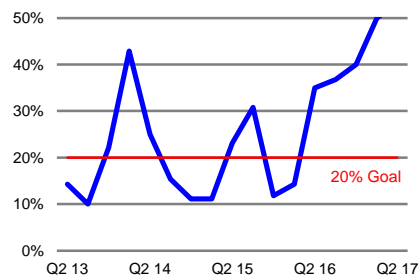
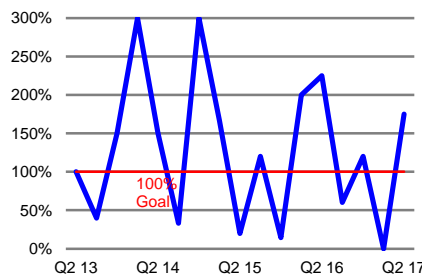
**Optometry** - In Q2 2017, the clearance rate was 175%, the Pending Caseload older than 250 business days was 53% and the percent closed within 250 business days was 83%.

### Q2 2017 Caseloads:

Received=4, Closed=7

Pending over 250 days=8

Closed within 250 days=5



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## Virginia Department of Health Professions - Patient Care Disciplinary Case Processing Times, by Board

**Physical Therapy** - In Q2 2017, the clearance rate was 57%, the Pending Caseload older than 250 business days was 10% and the percent closed within 250 business days was 25%.

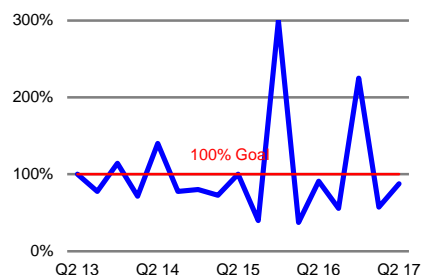
Q2 2017 Caseloads:

Received=7, Closed=4

Pending over 250 days=2

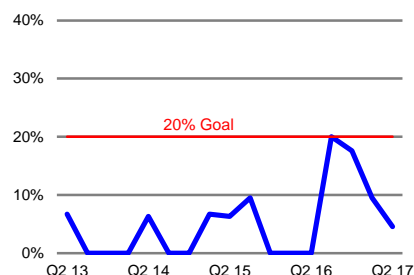
Closed within 250 days=1

**Clearance Rate**

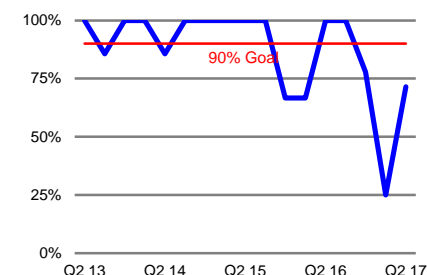


**Age of Pending Caseload**

(percent of cases pending over one year)



**Percent Closed in 250 Business Days**



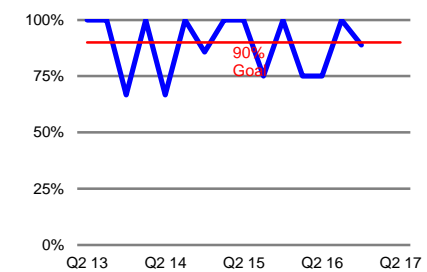
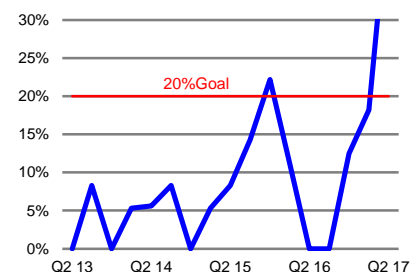
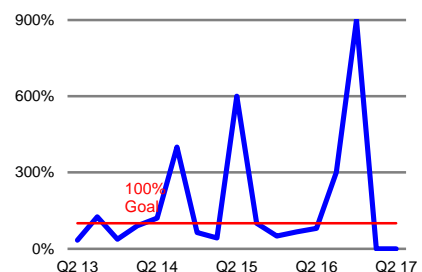
**Funeral** - In Q2 2017, the clearance rate was 0%, the Pending Caseload older than 250 business days was 18% and the percent closed within 250 business days was N/A.

Q2 2017 Caseloads:

Received=3, Closed=0

Pending over 250 days=2

Closed within 250 days=0



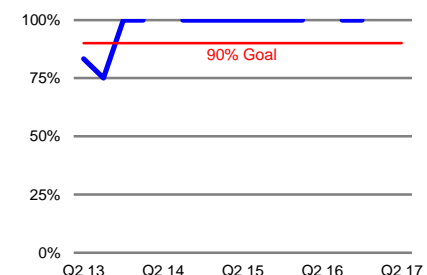
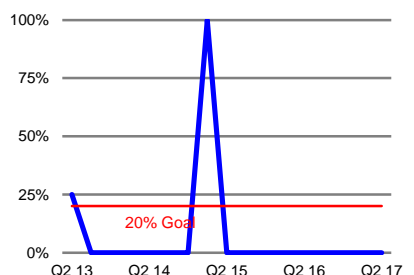
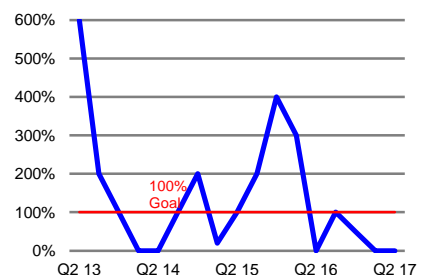
**Audiology** - In Q2 2017, the clearance rate was 0% the Pending Caseload older than 250 business days was 0% and the percent closed within 250 business days was N/A.

Q2 2017 Caseloads:

Received=1, Closed=0

Pending over 250 days=0

Closed within 250 days=0



Note: Vertical scales on line charts change, both across boards and measures, in order to accommodate varying degrees of data fluctuation.